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I would say that the HIT Zone Cleaning concept has shown some great annual increases compared to prior years. It is a concept that still requires daily focus and attention. I am now seeing that it is elevating the performance on other floors as our overall patient satisfaction scores continue to increase.

Mikeal Hubler

**SYSTEMS DIRECTOR
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AT A GLANCE

teamwork in action

Patient surveys from the nursing units at Ascension St. John Medical Center in Tulsa, Oklahoma, reported an increase in patient dissatisfaction on the topic of room cleanliness. A thorough analysis of the data determined that the negative feedback had stemmed from the patients' perceived absence of patient/associate interactions and quality assurance of their room's cleanliness. According to the data, 33% of patients were asleep or out of the room for tests when most cleanings were performed, which translated to the patient missing that pivotal associate interaction and remaining unaware that their room was ever cleaned. As a company built on compassion, personal connections, and is dedicated to patient safety, TouchPoint understood that a new strategy for room cleaning was needed.

THE SOLUTION

HIT zone cleaning



A housekeeper's day typically begins with a daily huddle, in which their manager cascades pivotal news and information and assigns the day's tasks. From there, a single housekeeper would be allocated to clean a sector of the hospital – one housekeeper for the east wing, one for the west wing, and one for utilities/centers. Cleaning would begin promptly at 8 a.m. and end shortly before 4 p.m. each day.

A new method of cleaning known as High Impact Team (HIT) Zone Cleaning had been employed at several TouchPoint units throughout the U.S. since 2018 and showed promise. Seeming a good fit for the hospital's size and staffing resources, the decision was made to implement the program at the Tulsa location in mid-September 2022.

With HIT Zone Cleaning, a housekeeper's day begins with the daily huddle – just as it always has. However, from that point on, their day changes drastically for the better. With a six-housekeeper team assigned to the hospital sectors, room cleanings move quicker and more efficiently while creating peer-to-peer accountability, ensuring that everyone does their best work. Additionally, management remains involved with the housekeepers throughout the day as they perform Zone Quality Assurance and patient follow-ups to guarantee quality of cleanliness and a positive patient interaction.

the results



Without altering TouchPoint’s proven 10-step core cleaning process, the design of the HIT Zone Cleaning program created a controlled, consistent work tempo that ensured associates had a greater impact on hospital operations.

With a core team dedicated to working each room, all cleaning was completed by 12:45 p.m., thereby releasing housekeepers to assist in throughput of dismissals, which ultimately led to reduced dismissal times.

Tulsa’s implementation of the program resulted in the highest sustained scores seen at a HIT unit since its inception, resulting in increased patient satisfaction and nursing perception.

+3.6PPTS
Tulsa’s EVS scores increased

+1.7PPTS
Overall hospital score increased

+12.4PPTS
Units utilizing HIT Zone Cleaning increased

-2.2PPTS
Units utilizing the standard cleaning process decreased

Not only did patients and the hospital benefit from HIT Zone Cleaning, TouchPoint’s associates did as well. The program’s data-driven design fostered collaboration, teamwork, accountability, and leadership among associates, resulting in a positive core culture change within the unit and a high level of peer-to-peer accountability. Not only that, but HIT Zone Cleaning got leadership more involved, with managers on the floor and responsible for providing 100% quality assurance of cleanliness and ensuring positive patient interactions. As a result of HIT Zone Cleaning, managers have seen increased job satisfaction and fulfillment among their teams. The more efficient workflow the method has

introduced will lead to further studies as the program is rolled out to other locations.

HIT Zone Cleaning has proven to be a winning strategy for first-touch room cleanings. Due to the successful implementation in Tulsa, TouchPoint has begun rolling out the improved technique to other units across the country that align with the program’s staffing and hospital size requirements. The HIT Zone Cleaning process has successfully demonstrated that it not only improves patient perception of the overall hospital experience and TouchPoint’s patient services, but it builds a stronger, more efficient housekeeping team.

ABOUT

Ascension St. John Medical Center



Ascension St. John Medical Center in Tulsa, Oklahoma, delivers specialty and 24/7 emergency care and a level II trauma center, in addition to advanced surgical care for serious and life-threatening injuries and illnesses. Ascension St. John Medical Center is a destination for specialty care - including heart, cancer, stroke care, orthopedics, and women's health. Its OB-GYN maternity care teams in the Birthing Center deliver a personalized birthing experience and advanced neonatal care for sick babies. The hospital offers a wide range of minimally invasive procedures using robotic-assisted technology, imaging, and lab tests, all on one campus.

TouchPoint Support Services

TouchPoint Support Services, a sector of Compass Group, provides integrated food, nutrition, environmental, and support services to acute care hospitals and senior living communities across the country. TouchPoint is committed to providing 'compassion at every point of human contact' and giving patients, residents and customers a hospitality experience that is second to none. Our rich history and strong culture is demonstrated through innovative culinary and patient programs, sustainable and green cleaning initiatives, and award winning associate training and development programs.

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TouchPoint, please visit our website:
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